

Principal electric vehicle (EV) issues raised by consumers in Q2 2024



*The figures marked in (brackets) denote the percentage of overall EV issues reported to The Motor Ombudsman by consumers in each category in Q2 2024
**Please note the list of issues reported on this graphic is not exhaustive

1

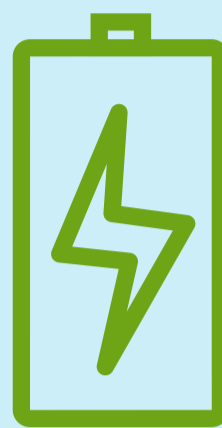
Customer service & purchase issues (29%)



- Delays to repairs with no indication of timescales
- Visible damage to vehicles on delivery
- Differing vehicle specifications at handover
- Being asked to pay a higher than advertised deposit
- Vehicles being delivered with the incorrect specification
- Customers being charged for the use of courtesy vehicles
- Vehicles being sold with incomplete service histories
- Missing locking wheel nut keys and service history books at purchase

5

Battery issues (9%)



- Repeated battery failures
- High voltage battery failures causing vehicle breakdowns

2

Chassis & motor issues (18%)



- Worn steering knuckles and bushes causing vibration
- Delivery transport blocks left in the suspension
- Uneven tyre wear and blow-outs
- Tyres losing air prematurely
- Squealing and knocking noises from wheels
- Unresponsive braking systems
- Brake caliper and electric actuator failures
- Electric motor and traction control unit failures
- Gearboxes seizing whilst driving

6

Exterior issues (9%)



- Misting rear tail lights
- Water ingress in front light clusters
- Malfunctioning folding door mirrors
- Sub-standard wheel refurbishments
- Wheel fender flares detaching whilst driving
- Exterior badges peeling off
- Charging port doors stuck in a closed position
- Windscreen wiper failures

3

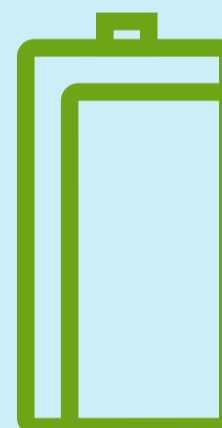
Electrical & software issues (16%)



- Open circuit faults
- Electric high voltage cable faults
- Vehicles not connecting to mobile networks
- Delivery of new vehicles with software issues
- Coolant ingress within high voltage systems
- Vehicles failing to start
- Faulty central locking systems
- Apps on used vehicles still being registered to previous owners
- Alarms randomly activating

7

Charging issues (5%)



- An inability to charge vehicles during off-peak hours
- Vehicles losing power sporadically when charging on open networks
- Vehicles unable to charge at fast chargers
- Vehicles drawing too much power when charging
- Faulty charging ports

4

Interior & cabin systems issues (10%)



- Infotainment screens cracking during cold weather
- Infotainment systems constantly rebooting
- Faulty radios and poor signal reception
- Non-functioning satellite navigation systems
- Digital dashboards going blank
- Interior lights ceasing to function when headlights are on
- Blind spot monitoring system failures
- Water ingress within the interior

8

Range issues (4%)



- Range falling below advertised figures for a full charge

Volume of EV complaints submitted by consumers in Q2 2024

502

(291 in Q2 2023)

Average consumer claim value relating to a complaint with an EV in Q2 2024

£9,906

(£12,550 in Q2 2023)